

W. 01303A-08-0227
SN. 01303A-08-0227



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Trish Meeter

Phone: [REDACTED]

DEC -2 FAX [REDACTED]

Priority: Respond Within Five Days

AZ CORP. COMMISSION
DOCKET CONTROL

Opinion No. 2008 73450

Date: 11/28/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Warner **Last:** Willer

Account Name: Warner Willer

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: n/a

CBR:

State: AZ **Zip:** n/a

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/25 *****Received thru Chairman Gleason's office and cc'd to all Commissioners *****

DOCKET NO. W 01303A 08 0227
SW 01303A 08 0227

SUN CITY WEST

-----Original Message-----

From: desperados@cox.net [mailto:desperados@cox.net]

Sent: Sunday, November 23, 2008 3:24 PM

To: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web

Subject: Fwd: SUN CITY WEST MEETING 11/20/2008

> Date: Sun, 23 Nov 2008 14:07:48 -0800
> From: [REDACTED]
> To: [REDACTED]
> Subject: SUN CITY WEST MEETING 11/20/2008

> Dear Mr. Bradley Cole, Director of Operations,

> The presentation you directed on justifying a rate increase was done VERY POORLY.

> We all know the routine in asking for more and settling for less; however, in your opening statement you were trying to show a reason to defend a rate increase. Your speaker made it quite clear that you are also asking for an increase of 79.8%, and stated that he knows it will never happen. You are a private business and entitled to a return on your investment, but how much do you really need? All the numbers after your statement meant nothing. How can we trust you if the request is not a clear issue? How much do you really

Arizona Corporation Commission
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DEC 1 2008



ARIZONA CORPORATION COMMISSION

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need.....79.8%,,,,,50%....40%.....?????

>

> The majority of residents in Sun City West live on a fixed income and I believe we deserve a better explanation than the one presented.

>

> Regards

> --

> Regards,

>

> Werner Willer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/28/08

Dear Mr. Willer,

Your email regarding the Arizona American Water Company (AAWC) rate case was received through the Office of Chairman Gleason and will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
Arizona Corporation Commission
End of Comments

Date Completed: 11/28/2008

Opinion No. 2008 - 73450
